

2004-2005 Performance Contract Requirements, Actions, and Written Information Quick Reference Guide

The table below shows the DMH/DD/SAS report contact, the actions to be completed by the LME and Division staff, and location of written guidelines for each performance requirement. The report contact is responsible for receiving LME reports, if required, for preparing the applicable section of the Division's Quarterly Performance Contract report, and for assisting LMEs get answers to related questions.

Requirement	DMH/DD/SAS Report Contact	LME Action(s)	Division Action(s)	Availability and Location of Written Guidelines
1.1. General Administration and Governance				
1.1.1. Local Business Plan Implementation	Tammie Bradshaw, LME Systems Performance Team 3015 Mail Service Center Raleigh, NC 27699-3015 (919) 715-1294 Tammie.Bradshaw@ncmail.net	LME submits a quarterly update report showing evidence of Local Business Plan implementation and modification. Report contains a signed statement from the CFAC indicating it was given an opportunity to review and comment on the report and any modifications.	Division evaluates LME reports for timeliness of receipt and content and prepares a quarterly Performance Contract report.	Quarterly LBP update report form and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement/pa-attach4aa-countybpqrtr-rprt.pdf
1.2. Access, Triage, and Referral				
1.2.1. Access to Emergent Care	Bert Bennett, Best Practice & Community Innovations Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Bert.Bennett@ncmail.net	LME maintains a log for each request for service and submits a quarterly report showing the number of persons requesting services, the number that are determined to need emergent care, and the number for which access is provided within the target time standard.	Division compiles LME data and prepares a quarterly Performance Contract report. Division annually reviews to verify that the information submitted is accurate.	Excel report template and instructions: Quarterly LME Access Report Form BP01 (January 2005) are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.2.2. Access to Urgent Care	Bert Bennett, Best Practice & Community Innovations Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Bert.Bennett@ncmail.net	LME maintains a log for each request for service and submits a quarterly report showing the number of persons requesting services, the number that are determined to need urgent care, and the number for which a face-to-face service (assessment and/or treatment) is provided within the target time standard.	Division compiles LME data and prepares a quarterly Performance Contract report. Division annually reviews to verify that the information submitted is accurate.	Excel report template and instructions: Quarterly LME Access Report Form BP01 (January 2005) are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.2.3. Access to Routine Care	Bert Bennett, Best Practice & Community Innovations Team 3005 Mail Service Center Raleigh, NC 27699-3005 (919) 715-2774 Bert.Bennett@ncmail.net	LME maintains a log for each request for service and submits a quarterly report showing the number of persons requesting services, the number that are determined to need routine care, and the number for which a face-to-face service (assessment and/or treatment) is provided within the target time standard.	Division compiles LME data and prepares a quarterly Performance Contract report. Division annually reviews to verify that the information submitted is accurate.	Excel report template and instructions: Quarterly LME Access Report Form BP01 (January 2005) are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.2.4. Access Line	Barbara Thomas, Customer Empowerment Team 3009 Mail Service Center Raleigh, NC 27699-3009 (252) 947-1102 Barbara.Thomas@ncmail.net	LME maintains a toll-free access line, staffed 24 hours per day with trained personnel, with sufficient staffing to answer calls within 6 rings.	Division tests each LME's 24-hour, toll-free access line through random sample calls each quarter, compiles the data and prepares a quarterly Performance Contract report.	Access line guidelines are being developed by the DMH/DD/SAS Customer Empowerment Team.
1.3. Service Management				
1.3.1. Choice of Providers	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	LME develops a system to ensure that all eligible persons who request services receive information that allows them to make an informed selection of service providers. System allows for verification.	Division annually reviews to verify the system is working and providing appropriate information. Division compiles results and prepares an annual Performance Contract report.	Provider Choice is referenced in Section III and Appendix A of the Local Business Plan template on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/stateplanimplementation/sp2002/sp-02-localbusinessplan.pdf A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.

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1.3.2. Discharge Planning With State Operated Services	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	LME or its agent collaborates with State-operated facilities and consumers in the development of discharge plans where the LME authorized the inpatient services and the State-operated facility notified the LME of its intention to discharge.	Division annually reviews service documentation for evidence of LME involvement in discharge planning. Division compiles results and prepares an annual Performance Contract report.	10A NCAC 28F .0209, Coordination and Continuity of Client Care is on the NC Office of Administrative Hearings website: http://ncrules.state.nc.us/ncadministrativ/_title10ah_ealtha/_chapter28mental_/default.htm A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.
1.3.3. After-care Planning With State Operated Services	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	LME works with consumers to determine the consumer's appropriate choice of provider and makes an appointment for follow-up care with the chosen provider, after notification by the State-operated facility that the consumer will be discharged, to allow the consumer to be seen within 5 workdays after discharge.	Division annually reviews service documentation for evidence of an appointment within 5 workdays of discharge or that exception criteria have been met. Division compiles results and prepares an annual Performance Contract report.	A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.
1.3.4. Compliance With Diversion Law NCGS 122C-261(f)	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	LME grants an exception to the Diversion Law for admission to a State-operated psychiatric hospital for consumers with MR only when the consumer meets exception criteria and efforts have been made to secure admission at three appropriate non-State facilities.	Division annually reviews service documentation for evidence that exception criteria have been met and that efforts were made to secure admission at three appropriate non-State facilities. Division compiles results and prepares an annual Performance Contract report.	Diversion law and exception worksheet is on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/development/disabilities/index.htm A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.
1.3.5. Transition To Community Services (Community Capacity Plan)	Laura White (MH services), Carol Donin (DD services), State Operated Services Team 3006 Mail Service Center Raleigh, NC 27699-3006 (919) 733-3654 Laura.White@ncmail.net Carol.Donin@ncmail.net	LME develops and implements a Community Capacity Plan to facilitate the transition of consumers from State-operated facilities to community-based services within available resources allocated by DMH/DD/SAS and from Medicaid billings. LME develops and obtains DHHS approval for its annual plan and submits a quarterly progress report on plan implementation.	Division monitors implementation to ensure that services and supports are developed according to the timeline set forth in each approved plan. Division extracts information from LME reports and prepares a quarterly Performance Contract report.	For DD: January 30, 2004 Memo from State Operated Services to LMEs on Community Plan Format (on DMH/DD/SAS website): http://www.dhhs.state.nc.us/mhddsas/announce/clarifcommplanformat2-3-04total.pdf For MH: October 13, 2004 Memo from State Operated Services to LMEs on Mental Health Community Capacity Funding for FY05
1.3.5. Transition To Community Services (Bed Day Allocations)	Carol Donin, State Operated Services Team 3006 Mail Service Center Raleigh, NC 27699-3006 (919) 733-3654 Carol.Donin@ncmail.net	To facilitate the transition of consumers from State-operated facilities to community-based services, LME is responsible for authorizing admissions to State-operated inpatient and ADATC facilities and for keeping utilization within established bed-day allocations.	Division compares the LME's State Hospital and ADATC bed-day utilization, by category, with established bed-day allocations and prepares a quarterly Performance Contract report.	Refer to the DMH/DD/SAS annual Bed Day Allocation Memo to LMEs. A Bed Day Allocation Policy and Procedures document is being developed by the DMH/DD/SAS State Operated Services Section.
1.4. Provider Relations and Support				
1.4.1. Proximity	Tammie Bradshaw, LME Systems Performance Team 3015 Mail Service Center Raleigh, NC 27699-3015 (919) 715-1294 Tammie.Bradshaw@ncmail.net	LME ensures geographic access to crisis, assessment, case management, outpatient therapy, and periodic CAP-MR/DD waiver services as specified in its Local Business Plan. LME submits an annual report with maps showing the location of providers who offer each listed service in relation to the location of the general population.	Division evaluates the percentage of the general population that is within the required distance to these service providers and prepares an annual Performance Contract report.	Report template and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm

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1.4.2. SB 163 Provider Monitoring	Daisy Adams, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Daisy.Adams@ncmail.net	LME develops policies and procedures and conducts monitoring per 10A NCAC 27G .0600 et al. LME submits a monthly Provider Monitoring Report summarizing monitoring activities, findings, and results of follow-up.	Division compiles monthly data and prepares a quarterly Performance Contract report. Division annually reviews policies and procedures and evidence of implementation and prepares an annual Performance Contract report.	Monthly Provider Monitoring Report Form QM05 (January 2005) and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.
1.5. Customer Services and Consumer Rights				
1.5.1. Consumer Rights: Proper Notice Of Appeal Rights	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	LME provides Medicaid-eligible consumers proper notice of appeal rights in accordance with federal and NC DHHS requirements whenever services are denied, suspended, terminated, or reduced and maintains copies.	Division annually reviews a random sample of notification documentation for cases where services have been denied, suspended, terminated, or reduced to ensure that proper notification was made. Division compiles results and prepares an annual Performance Contract report.	A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.
1.6. Quality Management and Outcomes Evaluation				
1.6.1. Quality Improvement Process	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME uses its quality improvement (QI) process to improve the service delivery system and submits an annual QI report describing how it has used its QI process to address service delivery system issues in at least one of the following three areas: (a) building service capacity, (b) ensuring continuity of care during divestiture of services, and/or (c) ensuring the use of evidence-based practices. The LME's annual report shows it has undertaken the minimum number of QI projects and addressed the number of required elements for each project to meet the performance standard defined in the Performance Contract.	Division evaluates the LME report for the minimum number of projects and elements required to meet the Performance Contract standard and prepares an annual Performance Contract report.	FY05 Performance Contract Annual QI Report Guidelines are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.6.2. Incident Management	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	Providers submit Level II and Level III incident reports to the LME. LME reviews each report, takes action and follows-up as necessary to prevent future incidents per 10A NCAC 27G .0600 et al. LME maintains documentation of its review, and any actions and follow-up taken.	Division annually reviews a random sample of Level II and Level III incidents reported to determine if there was adequate response and follow-up. Division compiles results and prepares an annual Performance Contract report.	10A NCAC 27G .0600 et al are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/ap/s/apsm30-1total7-04.pdf A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.

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1.6.3. Incident Reporting	Kathy J. McNeill, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Kathy.McNeill@ncmail.net	Providers submit Level II and Level III incident reports to LME. LME analyzes incident data for patterns and trends and takes appropriate action to make needed system improvements per 10A NCAC 27G .0600 et al. LME submits quarterly report summarizing Level II and Level III incidents, trends, system issues identified, actions, and outcomes.	Division evaluates LME quarterly reports for timeliness of receipt and evidence that the LME has effectively incorporated its incidents review process into its QI program. Division compiles results and prepares a quarterly Performance Contract report.	10A NCAC 27G .0600 et al are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/ap/s/apsm30-1total7-04.pdf Level 2 and 3 Incidents Quarterly Report Form QM13 (January 2005) and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.7. Business Management and Accounting				
1.7.1. Accounting and Claims Adjudication	Jeffrey Howett, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (252) 560-1085 Jeff.Howett@ncmail.net	LME approves or denies provider service claims/ invoices submitted within 60 days of service within 18 days of receipt, and pays all clean claims within 30 days after approval.	Division annually reviews a random sample of claims submitted to determine the percentage of clean claims that are paid within 30 days after approval. Division compiles results and prepares an annual Performance Contract report.	A monitoring tool is being developed by the DMH/DD/SAS Accountability Team in conjunction with the requirements sponsor. The monitoring tool and instructions for its use will be distributed to LMEs in advance of the review.
1.8. Information Management, Analysis, and Reporting				
1.8.1. <u>System Monitoring:</u>				
1.8.1.1. Quarterly Fiscal Monitoring Reports	Kristi Hickman, Budget and Finance Team 3013 Mail Service Center Raleigh, NC 27699-3013 (919) 733-7013 Kristi.Hickman@ncmail.net	LME submits a quarterly fiscal monitoring report by the 20th of the month following the end of the quarter. Reports are accurate and complete and received by the due date.	Division evaluates LME quarterly reports for timeliness of receipt, accuracy, and completeness. Division compiles results and prepares an annual Performance Contract report.	Quarterly fiscal monitoring report template is on the Controller's Office website: http://www.dhhs.state.nc.us/control1/amh/amhauth.htm
1.8.1.2. Cost Finding Report	Kristi Hickman, Budget and Finance Team 3013 Mail Service Center Raleigh, NC 27699-3013 (919) 733-7013 Kristi.Hickman@ncmail.net	LME submits an annual cost finding report for the State Fiscal Year by November 15. The submission is accurate and complete and received by the due date.	Division evaluates the report for timeliness of receipt, accuracy, and completeness. Division compiles results and prepares an annual Performance Contract report.	Cost finding report and instructions are on the Controller's Office website: http://www.dhhs.state.nc.us/control1/amh/amhcost4.htm
1.8.1.3. Paybacks	Sandee Resnick, Accountability Team 3012 Mail Service Center Raleigh, NC 27699-3012 (910) 395-4553 Sandee.Resnick@ncmail.net	LME ensures that required paybacks for non-compliance items identified during audits are made within 90 days of notice.	Division reconciles LME payback reports with DMA to ensure that required paybacks are made within 90 days of notice. Division compiles results and prepares an annual Performance Contract report.	
1.8.1.4. SAPTBG Compliance Report	Terrie Qadura, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Terrie.Qadura@ncmail.net	LME submits a semi-annual SAPTBG Compliance Report by the 20th of the month following the end of the semi-annual period. Reports are accurate and complete, show at least 48 hours of Synar activity for the reporting period, and are received by the due date.	Division evaluates LME reports for timeliness of receipt, accuracy and completeness, and required Synar activity. Division compiles results and prepares a semi-annual Performance Contract report.	The SAPTBG Compliance Report and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement/pa-attach5saptbgcompliancerept.pdf
1.8.1.5. Substance Abuse/Juvenile Justice Initiative Quarterly Report	Antonio Coor, Justice Systems Innovations Team 3008 Mail Service Center Raleigh, NC 27699-3008 (919) 715-2771 Antonio.Coor@ncmail.net	LME submits a quarterly Substance Abuse/ Juvenile Justice Initiative Report by the 20th of the month following the end of the quarter. Reports are accurate and complete and are received by the due date.	Division evaluates LME reports for timeliness of receipt, accuracy and completeness. Division compiles results and prepares a quarterly Performance Contract report.	The Substance Abuse/ Juvenile Justice Initiative Report and instructions are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement/pa-attach7sas-sajjqr.pdf

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1.8.1.6. Work First Initiative Quarterly Reports	Smith Worth, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Smith.Worth@ncmail.net	LME submits a quarterly Work First Initiative Report by the 20th of the month following the end of the quarter. Reports are accurate and complete and are received by the due date.	Division evaluates LME reports for timeliness of receipt, accuracy and completeness, and prepares a quarterly Performance Contract report.	Work First Initiative Report is on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/performanceagreement/pa-attach4wrkfrst-sa.pdf
1.8.2. <u>Consumer Information:</u>				
1.8.2.1. Client Data Warehouse (CDW) - Admissions	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time).	Division compiles admission data, evaluates it for completeness and accuracy, and prepares a quarterly Performance Contract report.	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
1.8.2.2. Client Data Warehouse (CDW) - Missing Data	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Data has been entered in all required fields.	Division compiles admission data, evaluates required fields for missing data, and prepares a quarterly Performance Contract report.	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
1.8.2.3. Client Data Warehouse (CDW) - Unknown Data	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Required fields contain a value other than "unknown".	Division compiles admission data, evaluates required fields for a value other than "unknown", and prepares a quarterly Performance Contract report.	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
1.8.2.4. Client Data Warehouse (CDW) - Identifying and Demographic Records	Deborah Merrill, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 715-7774 Deborah.Merrill@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). Open clients who are enrolled in a target population and receive a billable service will have a completed identifying record (record type 10) and a completed demographic record (record type 11) in CDW within 30 days of the beginning date of service on the paid claims record.	Division compiles admission data, evaluates open clients enrolled in a target population with a billable service, matches demographic records in CDW, and prepares a quarterly Performance Contract report.	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.
1.8.2.5. Client Data Warehouse (CDW) - Drug of Choice	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME collects and submits required Client Data Warehouse (CDW) record types by the 15th of each month (1 quarter lag time). A drug of choice record (record type 17) is completed within 60 days of the beginning date of service for clients enrolled in any of the following target populations: ASDHH, ASCDR, ASCJO, ASDSS, ASDWI, ASHMT, ASWOM, CSSAD, CSWOM, CSCJO, CSDWI, CSMAJ.	Division compiles admission data, evaluates completion of drug of choice records for individuals in the designated target populations, and prepares a quarterly Performance Contract report.	APSM 70-1, CDW Reporting Requirements Manual (July 2004) and CDW Data Dictionary are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm Updates and changes were communicated to LMEs in DMH/DD/SAS memos 10/4/02, 4/9/03, 4/20/04, 1/20/05.

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1.8.2.6. Early Intervention Client Outcome Inventory (EI COI)	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, collects and submits outcome information on consumers through age five following sampling methods and reporting schedules specified in the COI Manual minus the number of consumers who are administered the NC TOPPS.	Division compiles data, evaluates the number of initial COI instruments submitted against the number expected and timeframes specified in the COI manual, and prepares a quarterly Performance Contract report.	The COI Manual and Forms are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.8.2.7. DD Client Outcome Inventory (DD COI)	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, collects and submits outcome information on consumers ages six and older with a primary disability of DD following sampling methods and reporting schedules specified in the COI Manual minus the number of consumers who are administered the NC TOPPS.	Division compiles data, evaluates the number of initial COI instruments submitted against the number expected and timeframes specified in the COI manual, and prepares a quarterly Performance Contract report.	The COI Manual and Forms are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.8.2.8. MH/SA Client Outcome Inventory (MH/SA COI)	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, collects and submits outcome information on all consumers over age six with a primary disability of MH or SA following sampling methods and reporting schedules specified in the COI Manual until transition to the expanded, web-based NC TOPPS system has been completed.	Division compiles data, evaluates the number of initial COI instruments submitted against the number expected and timeframes specified in the COI manual, until transition to the expanded, web-based NC TOPPS system has been completed, and prepares a quarterly Performance Contract report.	The COI Manual and Forms are on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/manuals/index.htm
1.8.2.9. NC Treatment Outcomes and Program Performance System (NC-TOPPS) - Initial Assessments	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, collects and submits initial assessment information on all consumers within specified substance abuse populations following sampling methods and reporting schedules specified in the NC-TOPPS Manual. Initial assessments are due by the last day of the month following the month the initial form is administered.	Division compiles data, evaluates the number of initial NC-TOPPS assessment instruments submitted against the number expected and timeframes specified in the NC-TOPPS manual, and prepares a quarterly Performance Contract report.	Forms, instructions, and FAQs are on the NC-TOPPS website: https://nc topps.ncdmh.net/ A 2004-2005 NC-TOPPS information letter and attachments were sent to LMEs by DMH/DD/SAS, 6/25/04. A copy is on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/announce/nc-toppso4-05info6-25-04memo-all.pdf
1.8.2.10. NC Treatment Outcomes and Program Performance System (NC-TOPPS) - Update Assessments	Maria Fernandez, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Maria.Fernandez@ncmail.net	LME, through providers, collects and submits update assessment information on all consumers within specified substance abuse populations following sampling methods and reporting schedules specified in the NC-TOPPS Manual. The 3-month update form shall be administered between 76 and 104 days after the initial form and shall be submitted by the last day of the month following the month it is due.	Division compiles data, evaluates the number of update NC-TOPPS assessment instruments submitted against the number expected, samples clients with initial forms to determine the timeliness and completeness of update forms, and prepares an annual Performance Contract report.	Forms, instructions, and FAQs are on the NC-TOPPS website: https://nc topps.ncdmh.net/ A 2004-2005 NC-TOPPS information letter and attachments were sent to LMEs by DMH/DD/SAS, 6/25/04. A copy is on the DMH/DD/SAS website: http://www.dhhs.state.nc.us/mhddsas/announce/nc-toppso4-05info6-25-04memo-all.pdf
1.8.2.11. National Core Indicators (NCI) Consents and Pre-Surveys	Candy Helms, Quality Management Team 3004 Mail Service Center Raleigh, NC 27699-3004 (919) 733-0696 Candy.Helms@ncmail.net	LME, through providers, annually submits a consent form and a pre-survey for each person selected to participate in the NCI project within the specified timeframes. All submissions are complete and submitted by the due date.	Division receives, counts, evaluates consent forms and pre-surveys for timeliness of receipt and completeness, and prepares an annual Performance Contract report.	DMH/DD/SAS-Community Policy Management Section annually sends correspondence to LMEs explaining the NCI process and what is required (e.g. database, consent forms, pre-surveys, refusal forms, and mailing labels).
1.8.2.12. Olmstead Outcome Monitoring	Joanna Forester, State Operated Services Team 3006 Mail Service Center Raleigh, NC 27699-3006 (919) 733-3654 Joanna.Forester@ncmail.net	LME, through providers, collects and submits, via the web, outcome data on all consumers transitioning from State facilities, monthly for 6 months, then quarterly for 9 months (months #9, #12, and #15), then annually thereafter starting at month #24. All forms are complete and received by the due date.	Division compiles data, evaluates forms for timeliness of receipt and completeness, and prepares a quarterly Performance Contract report.	Web-based reporting and access to FAQs are available through the DHHS website: http://wirm.dhhs.state.nc.us Additional information was provided to LMEs via memos from DMH/DD/SAS State Operated Services Section dated 10/20/03, 5/14/04, 8/2/04, 8/20/04, and 10/20/04.

2004-2005 Performance Contract Requirements, Actions, and Written Information Quick Reference Guide

The table below shows the DMH/DD/SAS report contact, the actions to be completed by the LME and Division staff, and location of written guidelines for each performance requirement. The report contact is responsible for receiving LME reports, if required, for preparing the applicable section of the Division's Quarterly Performance Contract report, and for assisting LMEs get answers to related questions.

Requirement	DMH/DD/SAS Report Contact	LME Action(s)	Division Action(s)	Availability and Location of Written Guidelines
1.8.2.13. NC Support Needs Assessment Profile (NC-SNAP)	Rodney Realon, State Operated Services Team 3006 Mail Service Center Raleigh, NC 27699-3006 (919) 733-3654 Rodney.Realon@ncmail.net	LME, through providers, collects and submits a file, by the 15th of each month, containing current assessment forms for all consumers receiving DD services	Division compiles data, evaluates data for timeliness of receipt and currency of assessments, and prepares a quarterly Performance Contract report.	NC SNAP Users Guide, version 1.2.1 (currently being updated to version 2.0, 2/1/05, to incorporate recent database revisions). Questions regarding <u>day-to-day operations</u> should be referred to Regina Blalock at: Regina.Blalock@ncmail.net
1.8.2.14. Consumer Satisfaction Survey (CSS)	Jeannette Barham, Information Systems Team 3019 Mail Service Center Raleigh, NC 27699-3019 (919) 733-4460 Jeannette.Barham@ncmail.net	LME, through providers, administers the DHHS Client Satisfaction Survey, consistent with DHHS standards, to 10% of its active mental health and substance abuse caseload, and submits the data received by the due date.	Division compiles data, evaluates data for timeliness of receipt and percent of expected surveys that were completed, and prepares an annual Performance Contract report.	DMH/DD/SAS-Community Policy Management Section annually sends correspondence to LMEs providing instructions for submitting the surveys.